



STATE OF WASHINGTON  
Department of Social and Health Services  
SOLE SOURCE POSTING

June 17, 2025

The Department of Social and Health Services (DSHS) Finance, Technology & Analytics Administration (FTAA), contemplates awarding a sole source contract to Critical Logic Inc. to provide a professional business analyst team to support the ongoing stabilization, enhancement, and modernization of the Debt Management System (DMS) and associated financial systems.

DMS is a Commercial-Off-The-Shelf (COTS) product acquired from Fair Isaac Corporation (FICO) and implemented on May 7, 2018. It is used by the Office of Financial Recovery (OFR) to manage and collect various public and food assistance overpayments. The system features numerous integrations with internal systems managed by the Technology Services Division (TSD), as well as external systems managed by other DSHS administrations.

Since its implementation, DMS has had multiple unresolved defects and deferred “non-critical” functionalities that were excluded from the original go-live scope to meet timeline constraints. These gaps continue to impair system performance and operational efficiency. Resolving these issues and completing the deferred functionalities is critical to stabilizing the system, increasing productivity, and improving collection outcomes.

DSHS has also identified several high-priority, time-sensitive initiatives requiring immediate attention and expert support by 2025, including:

- Completion of the DMS 13 upgrade to maintain platform support and security.
- Migration of client debt from the legacy CARS system to DMS, in alignment with the One Washington (OneWA) transition.
- Resolution of Suspense/AFRS reconciliation issues impacting the accuracy of federal and state reporting, particularly for SNAP payments.
- Preparation for DMS integration with Workday ERP, the new statewide system under OneWA.
- Feasibility study and integration planning for the aging Residential Payment System (RPS) with the EPIC hospital billing system, including analysis of existing workflows, future state design, and scope definition for replacement.

These initiatives are complex, interrelated, and critical to DSHS’s financial and operational continuity. They require experienced business analysts who can effectively gather requirements, analyze processes, coordinate with stakeholders, and align technical solutions with business needs.

DSHS has determined that Critical Logic Inc. possesses the unique and specialized expertise necessary to continue this work. Critical Logic was awarded the original contract to implement DMS based on its ability to understand and translate a legacy system written in

COBOL into a modern COTS platform. The firm has since demonstrated a deep understanding of DMS and related systems, positioning it to deliver targeted, high-impact analysis and support. Their continued involvement is essential for:

- Bridging the in-house knowledge gap related to DMS's highly complex architecture;
- Interpreting and updating outdated or incomplete system documentation;
- Supporting legislative and policy-driven enhancements;
- Maintaining financial system stability and avoiding disruptions during critical transitions.

DSHS anticipates that failure to continue leveraging Critical Logic's specialized services would result in delays, cost overruns, system instability, and disruptions to core OFR financial operations. DMS is expected to evolve into the enterprise receivables platform replacing RPS, CARS, and Sage 500, and expert support is indispensable for this transformation.

DSHS Office of Financial Recovery (OFR) will enter into a one (1) year contract with Critical Logic. The contract will be issued on or after July 1, 2025, and will continue for a one (1) year term. The total cost of this contract is \$373,000. This Contract may be amended by DSHS for up to two (2) additional one (1) year terms.

Vendors contemplating the above requirements are required to submit capability statements detailing their ability to meet the state's requirements within five (5) working days of this announcement.

Capability statements should address the following state requirements:

1. Your firm's experience working with Jonas Collections & Recovery Software and their commercial off-the-shelf Debt Management System (DMS).
2. Your firm's experience and ability to design, develop and support DMS data interfaces with various systems.
3. Your firm's experience preparing documentation including internal technical documents, system diagrams, use cases, preparing test cases, and user documentation and manuals for DMS.
4. A detailed summary of your firm's knowledge of DMS standards, architecture, and existing design specifications of automated financial processes, including source documents, system flows, system interfaces and related internal controls.
5. Your firm's experience and approach to working on high profile projects, such as OneWA, which is essential for improving efficiency and enhancing service delivery.

In the absence of other qualified sources, it is the state's intent to make a sole source award of the contract. To submit capability statements or for questions, contact:

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